

**ANALISA KEBUTUHAN TENAGA KERJA BERDASARKAN TEORI  
WISN DI BAGIAN TPPRJ RS BHAKTI WIRA TAMTAMA SEMARANG  
TAHUN 2017**

**FARIDA NURCHASANAH**

(Pembimbing : Jaka Prasetya, M.Kes)

*Rekam Medis&Info. Kesehatan - D3, FKes, Universitas Dian  
Nuswantoro*

*www.dinus.ac.id*

*Email : 422201401560@mhs.dinus.ac.id*

**ABSTRAK**

RS Bhakti WiraTamtama Semarang memiliki 4 loket TPPRJ tetapi hanya 2 loket yang berfungsi. Berdasarkan survei awal, rata-rata kunjungan pasien rawat jalan adalah 300 pasien perhari. Petugas TPPRJ memiliki tugas tambahan, sehingga beban kerja petugas menjadi berlebih, diperlukan kesesuaian antara beban kerja dengan jumlah petugas yang ada. Penelitian ini bertujuan untuk menghitung kebutuhan tenaga kerja dengan metode WISN. Penelitian ini adalah penelitian deskriptif dengan metode observasi dan wawancara. Populasi dalam penelitian ini adalah 2 petugas TPPRJ. Berdasarkan hasil pengamatan, usia petugas TPPRJ ke-1 adalah 49 tahun dan usia petugas TPPRJ ke-2 adalah 30 tahun, kedua petugas lulusan SMA, kedua petugas adalah perempuan, dan lama kerja petugas TPPRJ ke-1 adalah 20 tahun sedangkan lama kerja petugas TPPRJ ke-2 adalah 7 tahun. Hari kerja efektif petugas TPPRJ ke-1 adalah 248 hari per tahun dan petugas ke-2 adalah 287 hari pertahun. Berdasarkan metode WISN, Jumlah kebutuhan tenaga kerja TPPRJ yaitu 5 petugas. Saran, perlu penambahan 3 petugas TPPRJ agar beban kerja petugas TPPRJ tidak berlebih dan pelayanan pasien rawat jalan dapat lebih cepat.

Kata Kunci : TPPRJ, Beban Kerja, WISN

**MANPOWER NEEDS ANALYSIS BASED ON WISN METHODS IN  
OUTPATIENT ADMISSION CENTER BHAKTI WIRA TAMTAMA  
HOSPITAL SEMARANG YEAR 2017**

**FARIDA NURCHASANAH**

(Lecturer : Jaka Prasetya, M.Kes)

*Diploma of Medical Record - D3, Faculty of Health Science,  
DINUS University*

*www.dinus.ac.id*

*Email : 422201401560@mhs.dinus.ac.id*

**ABSTRACT**

Bhakti WiraTamtama Hospital Semarang had 4 Outpatient Admission booths but only 2 booths open. Based on preliminary survey, average of outpatient visits was 300 patients per day. TPRJ officers have additional duties, so that officers workload becomes overload, it was necessary to compatibility between workload and number of officers. This study aimed to calculate manpower needs based on WISN method. This study was a descriptive study with observation and interview method. Population in this study was 2 Outpatient Admission officer. Based on observation, 1st outpatient admission officer's age was 49 years and 2nd outpatient admission officer's age was 30 years, the two officers were high school graduates, the two officers were female, and 1st outpatient admission officer's length of employment was 20 years while 2nd outpatient admission officer's length of employment was 7 years. Available Working Time of 1st outpatient admission officer's was 248 days per year and 2nd officer was 287 days per year. Based on WISN method, number of outpatient admission officer's needs was 5 officers. Suggestion, it was necessary to add 3 outpatient admission officers so that outpatient admission officer workload will not be overload and outpatient service can be faster.

**Keyword** : outpatient admission officers, Workloads, WISN